

Service Level Agreement
Department of Administration
Information Technology Services Division

SummitNet Connectivity

This agreement is made between:

Montana Department of Corrections

and

Department of Administration
Information Technology Services Division
(DOA ITSD)

Effective: August 15, 2010

SLA #: COR-11-001

The Service Level Agreement (SLA) is the written agreement between DOA ITSD and our customers that defines each service to be provided. The objective of the SLA is to define the support and procedures necessary to ensure high quality and timely delivery of DOA ITSD services. The SLA clarifies all parties' responsibilities to ensure customer needs are met in a timely manner. Although the SLA is in the form of a document that defines a level of service, the desired outcome is to represent the result of an agreement between DOA ITSD and its customers.



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Service Name

SummitNet Connectivity

Service Description

The purpose of this agreement is to provide the necessary technical expertise and equipment configuration to allow one workstation at the Montana State Prison (MSP) in Deer Lodge, MT to access the recorded images on their video surveillance system. The single Digital Video Recorder at MSP's Martz Diagnostic Intake Center (MDIU) will run on a Virtual Local Area Network (VLAN) in order to allow one workstation to access the live and recorded images. Any required equipment will be configured, installed, managed, supported, and maintained by DOA ITSD.

DOA ITSD will provide central administration of all network hardware and software to ensure system security. If the customer's network threatens the security of SummitNet, the customer's connection to SummitNet may be discontinued until the problem is resolved.

Customer Responsibilities

Personal computer(s) and peripherals attached to SummitNet will be provided, maintained, and supported by the customer. Uninterruptible Power Supplies (UPS) for customer provided communication equipment (if any) are also the responsibility of the customer.

Equipment refresh and associated installation costs are a Customer responsibility.

The Customer agrees to adhere to the policies and procedures (security, appropriate use, etc.) as they relate to SummitNet. Policies and procedures are posted on the State's intranet portal SummitNet Network Architecture or on the web at <http://itsd.mt.gov/policy/itpolicy.asp>

All SummitNet users are responsible for maintaining current levels of virus protection on all devices connected to the network. Virus scanning software MUST be installed, updated, and used regularly on servers, workstations, portable computers (and any other computers being used to connect to the state's network remotely), and PDA's (Personal Digital Assistant).

SummitNet users with questions on virus protection software licensing should contact DOA ITSD, Procurement and Contract Management Services Bureau via e-mail or at 444-0109.

Hours of Availability

This service is available to customers 24 x 7, excluding planned outages, maintenance windows, and unavoidable events. Maintenance windows are used only when needed for scheduled changes that have been implemented through the ITSD Change Management Process. In addition to the Standard ITSD Maintenance Windows, site-specific and service-specific changes may be coordinated with customers at non-standard time.

Scheduled maintenance periods are posted at:
<http://mine.mt.gov/it/servicedesk/interruptionsalerts.mcp>

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Service Support

The DOA ITSD Service Desk provides customers with a single point of contact to resolve and facilitate incidents, problems, and services.

The Service Desk hours are 8:00 AM - 5:00 PM Monday through Friday. The phone number is (406) 444-2000 or 800-628- 4917. You can also submit a problem or service request by using Service Desk online at: ServiceDesk.mt.gov

The Service Desk is closed on state holidays.

Incident Response Times

SummitNet service is supported and maintained by ITSD from 8:00 am to 5:00 pm, Monday through Friday on State business working days. In the case of a service outage or problem, ITSD will respond during normal State business working hours. If extended support is needed, a specific SLA can be negotiated for the extended support.

Who is eligible for this service

State government, counties, cities, k-12 schools, the University System, and qualifying non-profit organizations.

How to order this service

To order this service, open a service request at Service Desk Online.

How Do We Charge?

Labor and equipment charges are passed through to the customer.

Service Rates

Dependent upon equipment and labor costs.

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Agreement Authorization

DOA ITSD Network Technology Services Bureau will configure the router at the Montana State Prison to put one Digital Video Recorder (DVR) on a VLAN, and allow one workstation to access the recorded images. One DVR is currently connected to the network. Additionally, the MSP firewall will be configured to restrict DVR access per COR instructions.

Location	Address	Point of Contact
Montana State Prison	500 Conley Lake Rd Deer Lodge, MT 59722	Bob Shaw 846-1320 ext 2463


Estimated service delivery date: 6 to 8 weeks from SLA signature

Item	Qty	Cost	Total cost per month	One Time Cost	Billing Start Date
100Mb port for DVR	1	\$53.14/port/month	\$53.14	N/A	Sept 1, 2010
One time charges for VLAN design, router/firewall configuration	2	\$84/hour	N/A	\$168.00	Sept 1, 2010
Total			\$53.14	\$168.00	


Note: This SLA does not include any cabling costs. Cabling work, if required, will be scheduled through DOA ITSD NTSB and actual costs passed through to the customer on the monthly Telecom invoice. Installation plans and expenses will be coordinated in advance with the Customer.

Billing#: Pass-through 6401-00

All amendments to the agreement must be mutually agreed to and documented within the agreement or within an attachment to the agreement. The customer or DOA ITSD can terminate the agreement upon thirty (30) days written notice.


John Daugherty, Chief Information Officer
Information and Business Technology Bureau
Department of Corrections

9-10-2010
Date


Dick Clark, Chief Information Officer
Information Technology Services Division
Department of Administration

9/10/10
Date

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DOA ITSD and Customer Contacts

DOA ITSD Customer Relationship Manager

Name Mike Cochrane
Phone 444-0252
Email mcochrane@mt.gov

Customer Administrative Contact

Name John Daugherty
Phone 444-4469
Email jdaugherty@mt.gov


Customer Technical Contact

Name Mike Raczkowski
Phone 444- 9660
Email mraczkowski@mt.gov

Customer Business Contact

Name Bob Shaw
Phone 846-1320 ext 2463
Email rshaw@mt.gov

FOR DOA ITSD USE ONLY (must be completed prior to customer review/approval)


Customer Relations Officer/Chief

8/13/10
Date


Service Owner/Service Representative

8/18/10
Date